

STATEMENT OF WORK

C.1. STATEMENT OF WORK

C.1.1. OBJECTIVES

C.1.1.1. BACKGROUND

This procurement is open to all of NASA including its Contractors as authorized by their Contracting Officer. This includes the NASA centers: NASA Headquarters, Ames Research Center, Dryden Flight Research Center, Goddard Space Flight Center, Johnson Space Center, Kennedy Space Center, Langley Research Center, Glenn Research Center, Marshall Space Flight Center, Stennis Space Center. These contracts will also be available for use by other Federal Agencies and their Contractors as authorized by their Contracting Officer.

Information processing resources management permeates almost every element of NASA. Data rates from scientific and engineering missions are increasing rapidly along with the complexity of information extraction. User friendliness, presentation quality and data formatting are increasingly important in a world of more and more intensive computation and sophisticated graphics. The need for efficient and powerful software and hardware geared towards the various information processing tasks extends from the end user's desktop workstation to the highest end compute servers. The productivity of NASA is continually increasing through the efficient use of computers and sophisticated applications such as artificial intelligence and expert systems. One of NASA's goals is to optimize the productivity of the individual through the utilization of consistently more powerful computers utilizing the latest in supporting peripherals combined with higher level and more user friendly software on standardized but customizable systems.

Computer facilities throughout NASA are being continuously enhanced by incorporating evolving improvements in state-of-the-art computer system technologies to maintain NASA at the forefront of scientific and engineering processing performance and capabilities and to provide the user community of researchers and engineers with the most sophisticated and powerful computer tools available. The original SEWP contracts helped establish UNIX as the unifying computer system within NASA's scientific and engineering environment. In continuing support of the activities that utilize these computer systems NASA is implementing Indefinite Delivery/Indefinite Quantity (IDIQ) contracts of the latest UNIX computer system technologies. These UNIX computer systems will continue to enhance and unify computational and graphics capabilities to the scientific and engineering community supporting NASA missions.

At the same time UNIX has been standardized for much of the high-end computing needs of NASA, other trends have emerged and are being integrated into the NASA computing environment. Chief among these trends is the increasing use of the Windows NT operating systems along with servers capable of efficiently running the Windows operating system. Another key trend is the rapid emergence and deployment of the World Wide Web which has made not only computing power, but also networking and security, of major importance in NASA's IT usage. On a smaller but significant scale, Linux is providing a new research and development tool, which is also being utilized throughout the NASA community.

C.1.1.2. APPLICATION AND COMPUTATIONAL ENVIRONMENT

In the accomplishment of its mission, NASA utilizes a wide diversity of general and special purpose digital computers ranging from High Speed Vector Processors and Scalable Parallel Processors to desktop workstations. These systems, while diverse in capability, are functionally interoperable through their support of IP networking and interoperability standards. These systems provide source code and application interoperability and portability through their support of the UNIX specifications and/or, where appropriate, with other IT standards and alternate Operating Systems, such as Windows NT and Linux. They allow users to move between machines in a heterogeneous networked environment while maintaining a consistent user environment.

NASA's mission, for example, in the Geodynamics, Geophysics, Earth Resources, and Hydrological Sciences areas of investigation, is based on programs of basic and applied research as well as data analysis and interpretation and is conducted to span virtually the entire breadth of terrestrial utilization of space acquired data. These include investigative studies of the Earth's gravitational and magnetic fields, crustal differentiation, surveying and mapping of crustal magnetic anomalies, computing general ocean circulation and major currents, determination of tectonic plate motion, and monitoring and predicting atmospheric circulation. In the resource observation areas, specific topics being investigated include mapping of geobotanical anomalies; crop, forest,

and rangeland mensuration and classification; and determination of soil moisture - vegetation relationships. Snow pack properties and surface imperviousness - water runoff relationships are also studied. These investigations include the study of future systems involving advanced multi-element sensors.

NASA's requirements for computing resources will continue to increase dramatically for all types of machines (vector processors, interactive processors, graphics, and desktop workstations), and for a wide range of power and capacity. A family of UNIX based scientific and engineering computer systems along with alternate, standard operating systems and supporting equipment and software which provide a wide diversity of functions and linked to other computational facilities within NASA is required to ensure the availability of the best tools for all of the core competencies at NASA.

C.1.1.3. COMPUTER SYSTEMS IN THE NASA NETWORK ENVIRONMENT

Computer networking is a key element of the computer system environment. NASA maintains an extensive network environment with 1000's of active network nodes in dozens of domains. The NASA environment is primarily Ethernet and ATM based, with FDDI technology in use as well, but all NASA centers are currently researching emerging technologies to supplement the existing infrastructures where needed. Computer systems will need to support both Ethernet and ATM technologies. NASA aggressively deploys network technology that capitalizes on the huge existing investment while promising long-range viability. This includes Ethernet and ATM as well as integration of advanced state-of-the-art networking technologies.

NASA's existing, installed base of networking equipment is massive and diverse. In order to reduce operational and logistical costs, and in order to enhance availability of the NASA networks, the existing base of equipment is a major consideration for this procurement activity. In the NASA Wide Area Networks (WAN), Cisco, 3Com, Proteon and Wellfleet routers are prevalent. In the Local Area Networks (LAN), there are Cabletron, 3Com and ODS systems. In NASA FDDI networks Interphase, Cabletron, 3Com and DEC concentrators are installed. Packet switches have been installed from Alantec, Cabletron and Cisco. NASA ATM investigations are dominated by FORE systems switches. Besides the computer system manufacturer-supplied network interface cards (NICs), there have been thousands of NICs installed from 3Com, Cabletron, Network Peripherals, and Interphase.

C.1.1.4. ACQUISITION OBJECTIVES

This acquisition's first objective is to have hardware and software available to address an increasingly difficult, complex, and changing set of NASA-specific scientific and engineering problems. For example, problems such as the design and development of complex instrumentation, correlative data analysis between multiple data sources and high-resolution display and animation of complex three-dimensional objects stress the resources of today's most powerful scientific and engineering computer systems and high-speed networks. Yet each of these problems requires computational platforms that are highly extensible in different key areas of computer system technology. In addition increased requirements for distributed computing and sharing of resources and data have created a network-intensive computational environment. Ideally this first objective would be met with hardware and software that provide flexibility, functionality, high-speed connectivity and a performance growth path that can address our class specific and interoperability requirements as our science and engineering requirements grow.

This acquisition's second objective is to continue to minimize system incompatibilities across all computer classes and maximize portability and interoperability with both existing and future systems through established government and industry standards that form the basis of an "open systems" environment. This goal will also ensure the most cost effective growth path for our users, and provide for full and open competition in this and future acquisitions. UNIX has been established throughout NASA as a key element in providing the required engineering and scientific functionality within an "open systems" environment. At the same time, Windows NT and Linux have become prevalent in the scientific and engineering environment. Therefore, this second objective is met with operating systems which are based on the UNIX specification or which provide appropriate interoperability with the UNIX specification across all classes of computer systems and through adherence to other relevant government and industry standards, thereby maximizing interoperability and portability of applications and users and preserving the Government's investment.

A third objective is to provide NASA with a wide range of hardware and software tools to support, interconnect, and enhance NASA's scientific and engineering computer systems. To support the variety of systems and computing related needs and continue to promote and stimulate vendor competitiveness, the contractors associated with this third objective must include access and/or support to the widest possible variety of

appropriate vendors. This includes the ability through the technology refreshment process to add new vendors and technology to make enhanced new technical capabilities available. In addition, these systems must include enhancements that provide leading edge technology to the computer system classes. This objective is met through five classes providing: network equipment, security systems, advanced video and display tools, mass storage devices, and computer system support devices.

Finally, it is imperative that SEWP III embraces innovative procurement transactions and processes. This objective is to facilitate processes that will place a minimal administrative burden on the customer, contractor, and the Government. The Government believes that this can only be accomplished through electronic and automated means. Hence every effort will be made to utilize automated processes for order processing, tracking, delivery, invoicing, and payment. The Government envisions a virtual system in which the customer is empowered to choose what goods and services they need to accomplish their mission, order them directly (if within their authority) receive them directly, and authorize payment.

This empowerment of the customer necessitates the automation of today's conventional paper processes. Although at this time the virtual system is not fully in place, it is anticipated that during the period of performance for SEWP III, this virtual system will be implemented and the successful contractor(s) shall be required to complete their end of the system. At a minimum this will require Electronic Data Interchange (EDI) or other electronic communication paths for order processing, pricing exhibits, and management reporting. Further, development of the virtual system will be an evolving process as standards mature and enabling technologies become available. It is expected that the Government and industry will partner together to foster the development of the virtual system.

While each SEWP contract will include appropriate peripherals and class-specific software, a post-award objective is to award set-aside contracts to provide IT-related services: assistive technology products and services; third party maintenance, support, and integration; third party software; advanced supporting equipment; and other appropriate services not covered in the competed contracts.

Overall, this consolidated effort will provide the Government with hardware and software that represents the best overall value to the Government in fulfilling its mission. Further, this effort will minimize the Government's administrative costs, and provide the ability to fulfill our users' needs in a timely manner.

Because of the complex and interwoven nature of scientific and engineering requirements combined with the broad base of commonality among requirements, functions, and available COTS solutions, it is assumed that some overlap may exist between contracts. Additionally, any overlap will ensure that end-users will have access to appropriate and complete solutions to their varied needs. Therefore, no single contract will have exclusive rights to provide any given technology nor will end-users be confined in their choice of contracts they utilize. The end-user's decisions will be based on a Best Value determination as stated in the Order Competition clause of this Contract.

Scope

NASA implements many different missions and projects in varying capacities. In addition, other Government agencies will utilize any resultant contract if they determine the available hardware and/or software available meets their technical requirements and represent a Best Value to that organization. As such it is intended that deliverables under this contract may be utilized by: Government civil servants, Government on-site (or near-site) contractors, Government off-site contractors, Principal investigators, or Universities through grants or cooperative agreements and Government-Owner Contractor-Operated (GOCO) organizations.- Therefore, deliverables under the contract are not limited to NASA-specific requirements, although any such deliverable will be available for NASA's usage. While SEWP Contractors are required to provide CONUS delivery, Federal Agencies with OCONUS locations may utilize the SEWP contracts based on mutually agreed upon delivery arrangements.

C.1.2. GOVERNMENT'S OPERATING PLAN

There will be a SEWP contract support team staffed by the Government and its contractors, hereafter referred to as the SEWP Team. The SEWP Team will be located primarily at GSFC and will serve four functions: contract management, technical oversight, administrative support, and customer support. The SEWP Team will consist of the SEWP Executive Committee, SEWP Contracting Officer(s), the SEWP Contracting Officer's Technical

Representative (CoTR), SEWP Technical Representatives, and the SEWP Business Operations and Workstation Laboratory (BOWL).

C.1.2.1. Executive Committee, CO(s), COTR, Technical Representatives

The SEWP III Executive Committee will oversee and direct the management of the SEWP contracts. The SEWP III Contracting Officer(s) will perform functions normally associated with such position(s). The SEWP III CoTR will conduct post award implementation and administration. Technical Representatives may be appointed by the Executive Committee to assist the CoTR in reviewing and approving all Technology Refreshment proposals from the Contractor. The CoTR will maintain a close working relationship with the Contractor regarding current and future technology and the technical breadth and depth of the contract. The Executive Committee, Contracting Officer(s) and CoTR will be located at NASA GSFC. The Technical Representatives may be located at various NASA Centers and other agencies.

C.1.2.2. SEWP BOWL

There will be a SEWP III contract support group staffed by the Government, hereafter referred to as the SEWP BOWL (Business Operations and Workstation Laboratory). The SEWP BOWL will be located at NASA GSFC and provide management services, automation services and technical services in support of the SEWP contracts. The SEWP BOWL will be the focal point for SEWP III Contractors and customers by serving as a clearinghouse of information and services relevant to the SEWP contracts. The SEWP BOWL is not responsible for promoting the Contractor's products or for conducting market research for the Contractor's products.

C.1.2.2.1. Management Services

The SEWP BOWL will maintain a database containing all information relevant to order and contract monitoring. The SEWP database will be the official repository for pricing exhibits, electronic reports, summaries of purchase orders, and other contract related information. The SEWP BOWL will validate orders to ensure orders are from a federal agency or authorized federal contractor and that the orders include a valid contract number, a signature and date, a total dollar amount and, where applicable, a Administrative Handling Fee amount. All orders will be routed through the SEWP BOWL office prior to issuance to the Contractor to ensure that appropriate authorization limits are monitored at all times. Pricing information will be remotely accessible by Contractors and customers in order to facilitate the generation of contractually correct orders. The database will be populated via Electronic Data Interchange (EDI) or other appropriate processes with SEWP Contractors and customers.

Contractor information systems for order processing and quote generation must be populated with pricing data from the SEWP III database. This will ensure consistency between the Contractor information systems and the SEWP database of record. The data relevant to each Contractor's SEWP III contract will be available for access and downloadable by the Contractor on a 7X24 basis. Each time a change is made in the SEWP III database relative to a Contractor's offerings, the new data must be updated in the Contractor's order processing and quote generation systems.

The SEWP BOWL will serve as the IPOC (Initial Point of Contact) for GSFC and will be responsible for supporting IPOCs at other NASA field centers and other federal agencies.

The SEWP BOWL will monitor and facilitate the processing of SEWP III orders. These services include problem determination, escalation and resolution, and other front line support services for SEWP III customers, Contractors and IPOCs.

C.1.2.2.2. Automation Services

The SEWP BOWL will maintain an Internet WWW home page containing pricing, order status, promotional and technical support information and other information deemed relevant to the support of the SEWP contracts. The SEWP WWW home page will be accessible to all SEWP customers, IPOCs and Contractors. It will include the SEWP Online CLIN Searcher (SOCS) that may be used by SEWP Contractors and customers to search the official SEWP Contract Line Item and Price database.

The SEWP BOWL will implement electronic services to facilitate the paperless processing of SEWP orders, reports, pricing exhibits and other relevant business documents. The implementation will be Internet-based in accordance with NASA's emerging architecture, as described in Attachment D.

C.1.2.2.3. Technical Services

The SEWP COTR and/or the Technical Representatives, assisted by the SEWP BOWL, will research emerging technologies and assess their applicability to the SEWP contracts regarding price, performance, interoperability, standards, and comprehensive functional capabilities. The SEWP BOWL will refer customers requesting requirements analysis information and services to assist in determining the optimal use of products offered on the SEWP contracts to the Contractors most appropriate for resolving the customer's needs.

The SEWP BOWL's WWW home page will maintain links, documents and software relevant to the technical support needs of SEWP customers and IPOCs. A link to the Contractors SEWP III Web site will be provided through the SEWP BOWL's WWW home page.

The SEWP BOWL will maintain a laboratory containing representative products from the SEWP contracts, primarily for use by the SEWP Security Center. These products will be available for on-site and remote use primarily to provide the Government with examples, demonstrations and testing of security related COTs products. As appropriate, products in the SEWP BOWL will also be available to SEWP customers for performance, portability and interoperability testing. The lab will contain technical specifications for the products offered on the SEWP contracts as provided by the SEWP Contractors. The SEWP lab will also contain appropriate space for Contractor demonstrations and promotions.

C.1.2.3. SEWP IPOCs

SEWP Initial Point of Contact (IPOC) serves two main functions within their respective agencies:

1. Contact person within their agency to answer questions and provide guidance to Government and Contractor employees interested in using SEWP;
2. Person to serve as a liaison between the NASA SEWP Office and their agency, providing feedback and receiving updates to/from the NASA SEWP office on current issues and future goals of SEWP

Agencies may have multiple IPOCs. An IPOC can be identified as a Contracting IPOC, a Technical IPOC, or both. Agencies are not required to identify an IPOC in order to utilize the SEWP contracts.

C.1.3. CONTRACTOR RESPONSIBILITIES

C.1.3.1. TECHNICAL SERVICES

C.1.3.1.1. World Wide Web Services

The Contractor shall maintain an Internet World Wide Web (WWW) server for publishing a full complement of contract related resources to the SEWP Team, SEWP IPOCs, and SEWP customers. These resources shall include but not be limited to:

- 1) A soft copy ordering guide (see section C.1.3.3 for ordering guide specifications) suitable for downloading and printing by SEWP customers.
- 2) Online technical specifications and literature for all the Contractor's SEWP offerings for which commercial technical specifications and literature are available. This requirement is mandatory for Category A contracts and desirable for non-Category A contracts.
- 3) Identification of the Contract as part of a multi-award Government-Wide Acquisition Contract (GWAC) with accurate and clearly stated posting of the Fair Consideration Clause found within the body of the Contract
- 4) On line program support information including:
 - a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.

- b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.
 - c) How to trouble shoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
- 5) Links to related WWW resources such as corporate home pages and the SEWP BOWL home page, patch databases, technical specifications and security databases.

The Contractor shall provide these SEWP-specific WWW capabilities within three days of contract award.

The Contractor's SEWP related Web pages shall comply with all applicable Government Access Standards for Electronic and Information Technology including such standards based on Section 508 of the Rehabilitation Act Amendments.

C.1.3.1.2. Systems for the SEWP Laboratory

Each Contractor for Category A shall deliver to the SEWP BOWL, at a minimum, a copy of a base system. A second system will be determined by mutual agreement. The systems shall include whatever proposed software is deemed necessary to fulfill the mission of that particular SEWP class and support the security requirements and objectives of the SEWP Laboratory. If the base system cannot be made available directly in the SEWP BOWL due to cost, size or complexity, then it will be sufficient to provide a terminal or computer system and remote access to appropriately configured base systems through the Internet and corresponding authorization to use remote Category A class systems upon request.

Systems delivered to the SEWP BOWL may include evaluation copies of software, which provide a functional demonstration of system capabilities to prospective customers. It is desired that the Contractor also include additional development environments, run time environments, applications, utilities or system software.

For Category B contractors, a representative set of equipment on the Contract shall be delivered to the SEWP BOWL that demonstrates the functionality of the class.

Base systems and base products shall be delivered prior to placement of the first delivery order after contract award and shall remain at the SEWP BOWL for the duration of the contract or until replaced by a technology refreshment upgrade. If the contractor submits a technology refreshment proposal for a base system or base product, the Contractor shall deliver the proposed base system or product to the SEWP BOWL where it may, at the discretion of the CoTR and/or Technical Representative, undergo an operational capability demonstration (OCD) to verify the proposed system/product meets the required specifications. Title to the equipment and responsibility for the timely maintenance and security of the equipment shall remain with the Contractor. Dysfunctional equipment or equipment that fails to pass OCD or does not provide adequate system security as defined by current NASA policy, shall be removed from the Laboratory by the Contractor at the discretion of the SEWP BOWL and replaced with corrected equipment. If the equipment fails due to Government negligence, then the Government will be responsible for repair charges.

C.1.3.1.3. SEWP BOWL Technical Support

The contractor shall provide to the SEWP BOWL, at no additional expense, a full complement of technical support services including:

- 1) Hotline support either through the prime Contractor or appropriate subcontractors for the products installed in the SEWP BOWL. Hotline support shall be used by the SEWP BOWL to provide technical assistance to SEWP customers, to whom the SEWP Bowl equipment will be made fully available.
- 2) Continuous adherence to any relevant Government, NASA, and Goddard security requirements
- 3) Timely nondisclosure briefings on emerging technologies relevant to SEWP.
- 4) Commercially available technical specifications, either on-line or in hard-copy form, for all base system components, with such documents for all products available on the Contractor's SEWP contract available by request.

C.1.3.2. PROGRAM OFFICE SUPPORT

The Contractor shall staff a SEWP program office that will facilitate communications, electronic reports, order processing and trouble shooting, customer support services, contract modifications, process improvements, technical support services, and any other services deemed necessary to the success of the Contractor's SEWP contract.

C.1.3.2.1. Communication Services

The Contractor shall have the ability to communicate with the SEWP Team, SEWP IPOCs, and SEWP customers via telephone, facsimile, and electronic mail. Communication will include technical, administrative, contract management, and customer support issues.

The Contractor shall have an Internet electronic mail address. The Contractor shall also have the ability to browse Internet WWW pages, especially SEWP and NASA specific home pages from the program office.

The Contractor shall provide a toll free voice telephone hotline. The voice hotline will be staffed from 9am to 6pm, Monday through Friday, Eastern Standard Time, exclusive of Government holidays.

C.1.3.2.2. Customer Support Services

The Contractor shall provide, free of charge to SEWP customers, the following customer support services:

- 1) Timely and accurate sales quotes based on current SEWP offerings and prices.
- 2) Timely dispatch of up-to-date hard and soft copy ordering guides.
- 3) Commercially available technical specifications, either on-line or in hard-copy form, for any product available on the Contractor's SEWP contract, per a customer's request .
- 4) Configuration analysis to determine the suitability, correctness and availability of a Contractor's offerings to the customer's requirements.

C.1.3.2.3. Program Manager Meetings

The Contractor shall meet regularly with the SEWP Team and SEWP IPOCs to review the state of the Contractor's SEWP contract, to discuss improvements to technical and administrative processes, and to incorporate customer feedback into the SEWP processes.

C.1.3.3. ORDERING GUIDES

The Contractor shall make accessible to SEWP customers electronic ordering guides detailing the Contractor's SEWP offerings. A downloadable and/or printable version of the ordering guides must also be provided.

C.1.3.3.1. Ordering Guides

The Contractor shall utilize the WWW to publish an electronic ordering guide suitable for downloading and printing by SEWP customers. The electronic ordering guide shall be available via the WWW prior to placement of the first delivery order after contract award. Updated versions shall be available no later than 10 business days following each contract modification. The ordering guides should contain the following components:

- 1) Program support information including:
 - a) How to obtain a quote for hardware, software, or services, including names, telephone numbers and email addresses of appropriate sales representatives.
 - b) Policy and procedural information regarding installation, basic warranty, extended warranty, technical support, software support, and other post delivery issues. This will include the names, telephone numbers and email addresses of appropriate support staff.

- c) How to troubleshoot a problematic order including names, telephone numbers and email addresses of appropriate support staff.
- 2) Overview information about the Contractor and the SEWP contracts.

C.1.3.4. ELECTRONIC PROCESSES

The Contractor must be able to automatically transmit, receive and process information to and from the SEWP BOWL via electronic means as identified in Attachment D. General policies and procedures shall be established and published (Attachment D) by the SEWP BOWL to be followed by the Contractor when using electronic methods such as EDI for transmitting, receiving, and processing business documents. The Contractor must comply with these policies and procedures.

It is the goal of this procurement to utilize the Internet for the exchange of all relevant business documents. It is also desirable to accommodate a broad and diverse customer base. Where a customer is not yet able to transmit electronic documents, it may be necessary for the Contractor to process traditional paper documents. It is not the policy of this procurement to encourage paper orders, merely to accommodate them where electronic ordering is not yet possible.

For order processing, at a minimum, the Contractor shall be able to process the following electronic documents:

- 1) Delivery Order
- 2) Order Status Reports
- 3) Post Order Reports
- 4) Administrative Handling Fee Reports

For technology refreshment and contract modifications, at a minimum, the Contractor shall be able to process the following electronic documents:

- 1) Technology Refreshment Requests

C.1.3.5. TECHNOLOGY REFRESHMENT PROPOSALS

The SEWP Technology Refreshment (TR) process is the method by which contractors shall update offerings on their SEWP contracts. TRs shall be initiated by the Contractors, evaluated by a SEWP Technical Representative or CoTR, and then forwarded to the SEWP Contracting Officer for review and contract modification.

Approved TRs shall be reviewed by the SEWP Contracting Officer on a timely basis. TRs including only price decreases and/or administrative changes will be automatically approved and may be submitted as often as necessary. While there is no limit to TR submittals per contractor, contractors are expected to keep their TR submittals at a reasonable level. If a contractor anticipates sending more than one TR in a given week, they should first contact the SEWP Contracting Officer to ensure their request can be processed appropriately.

All pricing exhibits and pricing information relevant to the TR will be submitted to the SEWP BOWL as described in Appendix D.

C.1.3.6. CATEGORY B: MANUFACTURER / RESELLER REQUIREMENTS

The Category B Contracts require the establishment of Manufacturer / Reseller relationships with as large and as inclusive as possible a set of major class-related manufacturers. This is to provide adequate coverage of the breadth of the requirements for NASA, and fosters a competitive environment for the various types of equipment.

Due to the large dependency on manufacturers for providing the required products in these categories, the contractor must continuously demonstrate the ability to negotiate with the wide range of contractors to obtain the appropriate support, materials, and pricing structure.

C.1.4. GENERAL CONTRACT REQUIREMENTS

C.1.4.1. SOFTWARE

For convenience the term "contractor" in this section refers to either the prime contractor or the appropriate sub-contractor.

C.1.4.1.1. SOFTWARE FURNISHED

The contractor shall furnish the applications and/or operating system software listed in Attachment A, Technical Specifications, as well as all supporting evaluated optional features set forth in Attachment A, Technical Specifications, that are proposed by the contractor and accepted by the Government.

C.1.4.1.2. SOFTWARE SUPPORT

Software support service shall only be applicable to software purchased under this contract. Software support shall consist of correction revisions through software patches, software upgrades, and technical support for problem resolution.

The contractor shall furnish full documentation of all changes and/or modifications to the applications and/or operating system software.

a) Basic Software Warranty

The purchase of software includes a basic software warranty, which provides, at a minimum, a 90-day warranty that the software delivery medium is free of defects. Other software warranty functions that are in accordance with the Contractor's standard commercial practices shall also be provided.

b) Extended Software Warranty

The purchase of Extended Software Warranty provides, for a three year period from date of purchase at no additional charge, the end user with all new versions, upgrades, modifications and patches to the associated software. The contractor shall deliver software upgrades covered by the Extended Software Warranty directly to end users entitled to receive them. Other software warranty functions which are in accordance with the Contractor's standard commercial warranty/maintenance practices shall be included as part of the Extended Software Warranty.

c) Software Patches

Software patches are modifications to the software that provide fixes to address security issues and known problems. Software patches shall be provided to all end users through on-line access, preferably through the WWW as described in Section C.1.3.1.3. Software patches are provided to all end users at no additional cost beyond the initial cost of the software.

d) Technical Support

End users may obtain direct technical support from either the contractor or the appropriate software vendors throughout the selected warranty period. The contractor shall provide a toll-free voice telephone hotline. The voice hotline will be manned 9 a.m. to 8 p.m. (Eastern Standard Time), Monday through Friday (excluding Government holidays).

C.1.4.1.3. SOFTWARE PERFORMANCE

Furnished software shall conform to and perform in accordance with contractor's functional descriptions and data requirements as set forth in Attachment A, Technical Specifications, of this contract and shall meet all the other requirements stated in this contract.

C.1.4.1.4. OPERATING SYSTEM SOFTWARE

The contractor shall provide and support the operating system software required to make use of the equipment acquired under this contract. Operating System software refers to those routines that interface directly with hardware peripheral devices, the computer operations, and applications and utility programs.

C.1.4.1.5. SOFTWARE LICENSING

The contractor shall, wherever possible, provide software licensing and/or maintenance arrangements with either site-wide, contract-wide, bulk purchase discounts or credits, or other structures to provide competitive software pricing and availability.

C.1.4.2. MANUALS AND PUBLICATIONS

The contractor shall furnish the most current version of ordered documentation to the end user.

C.1.4.3. COMPLIANCE WITH FIP STANDARDS

All equipment and software acquired under this acquisition must conform to specified applicable Federal Information Processing Standards Publications (FIPS PUBS). For this contract the applicable FIPS PUBS are identified in the Technical Specification.

C.1.4.4. CABLING

The contractor shall provide all cables, cable connectors and termination needed for installation and operation of the equipment, as a stand alone system.

C.1.4.5. CATEGORY B: NETWORKING UPGRADE REQUIREMENTS

The contractor for the Networking Equipment class must, throughout the life of the contract, provide a viable upgrade approach, particularly when the upgrade requires the exchange of hardware or media. The approach should lend itself well to a migration strategy, as well as include an ability to “cut-over” from one technology or solution to another without a significant interruption or degradation of service. For example, a large scale purchase requirement of new chassis for a set of network hubs should allow the end-user to purchase and receive the required elements all at one time but test and integrate them over a reasonable time interval.

C.1.5. WARRANTY

At anytime during the standard commercial warranty period , the Government shall have the option of purchasing extended warranty. The Government shall additionally have the option to purchase mission critical warranty uplift to provide greater coverage than provided by the extended warranty. This mission critical warranty increase may be purchased for any system or component at the discretion of the government. This section describes the terms for coverage under basic warranty, extended warranty and, where noted, the enhanced coverage for mission critical warranty uplift.

C.1.5.1. RESPONSIBILITIES OF THE GOVERNMENT

Government personnel will not perform maintenance or attempt repairs to equipment while such equipment is under warranty unless agreed to by the parties via modification to a Delivery Order.

Subject to security regulations, the Government will permit access to the equipment that is to be under warranty.

The Government will provide time for contractor-sponsored modifications within a reasonable time after being notified by the contractor that the modification is ready to be made. The modification will be made outside the normal principal period of service unless another mutually agreeable time is decided upon.

The Government will maintain site requirements in accordance with the equipment environmental specifications furnished by the manufacturer and agreed to at time of award.

C.1.5.2. RESPONSIBILITIES OF THE CONTRACTOR

The contractor shall provide on-site warranty service, labor and parts. Warranty service does not include electrical work external to the equipment, the furnishing of supplies, and adding or removing accessories, attachments, or other devices. It does not include repair of damage resulting from accident; transportation between Government sites; neglect; misuse; failure of electrical power, air conditioning, humidity control; or causes other than ordinary use.

While the contractor's personnel are at the Government facility, the contractor is responsible for compliance with all laws, rules and regulations governing conduct with respect to health and safety - not only as they relate (i) to its employees and agents, but (ii) also to other personnel and to property at the site regardless of ownership. While on Government premises and in possession of Government property, the contractor is responsible for such property and any damages thereto.

Should the Government make alterations or install attachments that affect the service of this system, the continuation of warranty service on the system shall be subject to mutual agreement. Should the alterations or attachments increase or decrease the service costs to the contractor, adjustment to service charges shall be made on an individual installation basis. If such alterations or attachments create a safety hazard, the contractor may discontinue warranty service on the hazardous equipment.

Contractor-sponsored alterations or attachments to the system shall be made only with the consent of the Government.

The Contractor shall take full responsibility for providing all diagnostic software programs that are utilized during service of the applicable systems. The Contractor shall maintain the diagnostic routines so that they are compatible with the revision levels of the computer components.

C.1.5.3. POINT OF CONTACT

The Contractor shall provide the Government with local or toll free phone numbers for service calls. This phone number shall be monitored 24 hours a day, 7 days a week. Recording devices are acceptable if the Government is notified within an hour during the principle period of service that the service call was received. The Government has the responsibility to provide the point of contact with as much information as possible to allow the proper selection of personnel and equipment to dispatch to the system repair site.

C.1.5.4. RESPONSE TIMES DURING PRINCIPAL PERIOD OF SERVICE

See A.1.15. Extended Warranty and A.1.16. Mission Critical Warranty .

C.1.5.5. PRINCIPAL PERIOD OF SERVICE

See A.1.15. Extended Warranty and A.1.16. Mission Critical Warranty .

C.1.5.5.1. Preventive Maintenance

For large computer systems that require periodic preventive maintenance, the contractor shall specify in writing the frequency, duration, and quality of preventive maintenance provided to purchasers of basic and extended warranty. The quality of the preventive maintenance shall be equivalent to that provided by the contractor for leased equipment. Preventive maintenance shall be performed during 8 a.m. to 5 p.m. local time, or outside that time period upon mutual agreement between the contractor and Government. The Government has the right to defer scheduled PM at its own discretion.

C.1.5.6. CATEGORY B: NETWORK CLASS BOARD SWAPPING

In addition to extended warranty, the contractors for the Network Classes shall make available a board swapping program under which the users can contact the contractor and request next-day delivery of replacement boards. If the part is in stock, the contractor shall ship via the Overnight Express company of their choice. Board swapping is covered on a unit price monthly fee basis.

C.1.5.7. QUALITY OF REPAIR SERVICE

C.1.5.7.1. Level of Parts Replacement

The level of replacement of worn or defective parts shall be consistent with the original manufacturer's design of the equipment. Field maintenance technicians shall not try to repair faulty modules on-site if the equipment was designed for the replacement of modules. The Contractor has responsibility for repair or replacement of all faulty equipment of the system including cables, cabinets, power supplies, or other items necessary to return the system to operational status.

C.1.5.7.2. Quality of Parts

Only new standard parts or parts equivalent to new parts in performance shall be used in effecting repairs. Parts that have been replaced shall become the property of the Contractor.

C.1.5.7.3. Field Engineering Changes

The Contractor shall install all required field engineering changes within 30 days (based on reasonable access to the place of performance) after Original Equipment Manufacturer (OEM) availability of the change. Concurrence of the government shall be required prior to the installation of the field engineering changes and they shall be installed at no additional cost to the Government during the basic or extended warranty period.

C.1.5.7.4. Spare Parts Inventories

The government does not require that the contractor keep spare parts needed to complete repairs in the local area. If the contractor chooses to keep spare parts locally in order to expedite repairs then title to such spare parts, unless installed in Government owned equipment, shall remain with the Contractor.

C.1.5.7.5. Pre-maintenance Inspection

If extended warranty is purchased for equipment for which basic warranty has previously expired, the Contractor is entitled to perform, at no charge to the Government, within 15 days from the receipt of the Delivery Order requesting extended warranty, a pre-maintenance inspection in order to certify that at time the contractor commences extended warranty coverage the equipment meets current OEM specifications. If any equipment is not up to current OEM Revision levels by OEM standards, the Contractor shall submit an estimate, within the 15 day period. The estimate shall detail the price of labor and parts to be performed to bring that equipment up to the OEM maintenance level. The Government may choose to accept the Contractor's estimate or to have the OEM, a third party, or previous contractor, perform the upgrade. If the Government chooses not to have the piece of equipment or a system brought up to OEM maintenance level, the Contractor is not obligated to maintain that piece of equipment or that system.

C.1.5.8. TEMPORARY OFF-SITE REMOVAL OF EQUIPMENT FOR SERVICING

Prior to the removal of any equipment the Contractor shall comply with all local Government property management policies.

C.1.6. USED EQUIPMENT AND MATERIALS

Equipment and materials must be identified as used and/or reconditioned/refurbished and must be warranted the same as new materials.

C.1.7. INSTALLATION

The Government may order computer systems, software, components and other equipment with no installation. However, the contractor shall offer installation of all system hardware, system software, and cabling. This does not need to include attachment to a network or configuration of network parameters.